

Langdon, Jeff

10/3/21

From: Crandall, Jeff
Sent: Thursday, July 28, 2016 8:17 AM
To: Langdon, Jeff
Subject: Fwd: Serve ticket#: 1105804 Last Name: Sensenig

Sent from my iPhone

Begin forwarded message:

From: FCC <consumercomplaints@fcc.gov>
Date: July 27, 2016 at 6:06:28 PM EDT
To: Jeff Crandall <jcrandall@pencor.com>
Subject: Serve ticket#: 1105804 Last Name: Sensenig
Reply-To: FCC <consumercomplaints@fcc.gov>

##- Please type your reply above this line -##

Due Date: 08/26/2016

Serve Date: 07/27/2016

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/1105804>

Subject: Unfair pricing

Tags: billing_internet cable_internet cams_advertising_deceptive_or_misleading
cams_needs_oi_review cams_oi/nn_transparency cams_service_plan/advertised_rates
cams_service_quality carrier_response_pending no_filing_on_behalf oi_nn other pennsylvania

Email: djs@tentsforrent.net

Method: - -

Issue:- -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Cable TV

Account #: 0294137-01

First: Daryl

Last: Sensenig

Address: 110 W Church Rd

City: Stevens

State: pennsylvania

Zip: 17578

Phone where to be contacted: 717-575-8181

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Robin McCullough (FCC Complaints)

Jul 27, 6:06 PM EDT

Private note

Please use the Macro called "Closure Response to FCC" when you are ready to respond. To view instructions on how to respond see <https://us-fcc.box.com/how-to-respond>.

This constitutes a notice of informal complaint filed with the FCC against your company. Your response to the consumer (with a copy to the FCC) is due no later than 30 days from the date of this notice.

For more information on your legal responsibilities, see <https://us-fcc.app.box.com/complaintnotice>.

If you have any questions regarding this notice, please contact the FCC at carriersupport@fcc.gov.

Djs

Jul 27, 8:58 AM EDT

Djs was not signed in when this comment was submitted. [Learn more](#)

My ISP is Blue Ridge Cable. It is the only ISP in my area that offers service up to 100 Mbps. So, there is no competition. Thus they can keep their prices very high. Their prices are listed here <http://www.brctv.com/internet#anchor-speed---pricing> . Also, their speeds are slow. Nothing faster than 100 Mbps is available for download speeds and their upload speeds are even worse.

You are an agent. Add a comment by replying to this email or [view ticket in Zendesk](#).

Ticket # 1105804
Status Open
Requester Djs
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form

August 24, 2016

Robin McCullough
Consumer Complaints
Serve Ticket#1105804
Last Name: Sensenig

Dear Robin McCullough,

Mr. Sensenig's complaint is that Blue Ridge Cable is the only ISP that offers service up to 100Mbps, with nothing faster. Therefore, there is no competition and theus, can keep our rates high.

At this time, Blue Ridge does not offer high speed internet service faster than 100Mbps. We continue to evaluate customer needs and the technical capabilities of our network to provide the fastest speeds available to our customers at competitive rates.

According to www.broadbandnow.com, customers in the Stevens area can alternatively choose high speed internet service from other providers, such as Frontier or Windstream. Our service is reliable, our internet is faster, we offer free access to Unleashed WiFi Hot Spots, we are a local company, and we offer free service calls. Our pricing is competitive when you factor in all the benefits the customer receives. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Daryl Sensenig

